



BOARD OF EQUALIZATION

# CUSTOMER SERVICES AND ADMINISTRATIVE EFFICIENCY COMMITTEE MEETING MINUTES

HONORABLE CLAUDE PARRISH, COMMITTEE CHAIR  
450 N STREET, SACRAMENTO

JULY 25, 2000, 9:30 A.M.

## ACTION ITEMS & STATUS REPORT ITEMS

### Agenda Item No: 1.

### Title: The Board of Equalization's Translation Program: Proposed Methodology

#### Issue/Topic:

Should the Board adopt the staff's proposed methodology for determining when it is more appropriate to translate documents than to rely on staff interpreters.

#### Committee Discussion:

The Committee discussed staff's proposed methodology and whether to increase funds to translate a new introductory publication into other languages.

#### Committee Action/Recommendation/Direction:

The Committee directed staff to implement the proposed methodology as stated in the issue paper. In addition, \$6,000 will be added to the existing translation budget to ensure that a new introductory document will be available, within one year, in each language identified in the issue paper.

Approved: /s/ Claude Parrish  
Honorable Claude Parrish Committee Chair

/s/ James E. Speed  
James E. Speed, Executive Director

## BOARD APPROVED

At the July 26, 2000 Board Meeting

Judy Newton  
Judy Newton, Chief  
Board Proceeding Division